

**Value For Money Focus Group
Held on 15/05/2007 at 6.00pm
Southgate House**

Customer Attendees

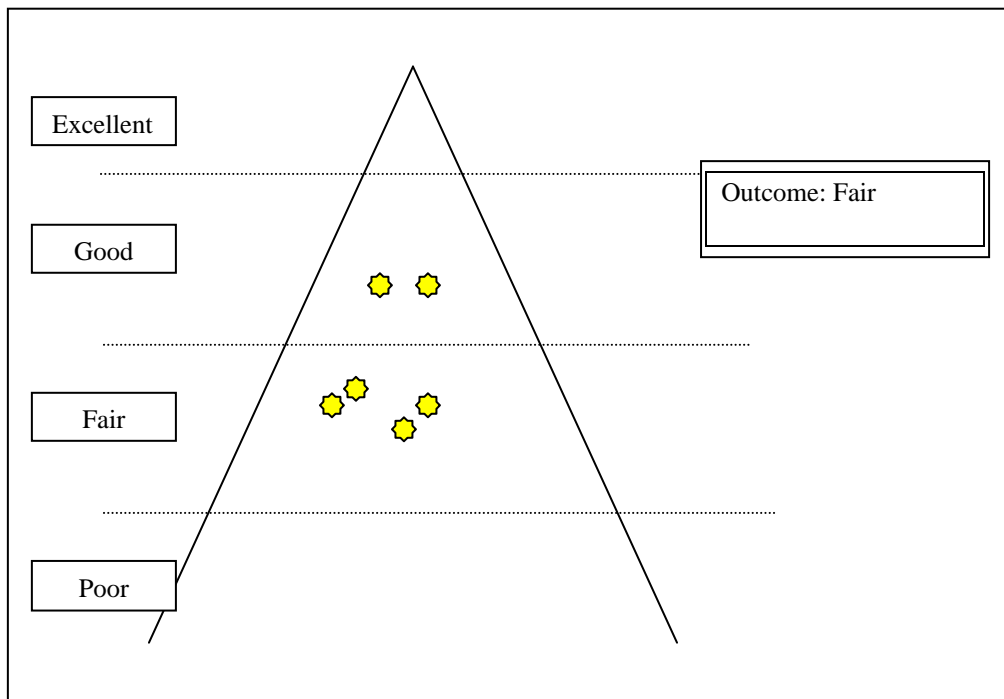
There were six attendees: 2 males and 4 females; younger, middle aged and older age groups; white and black ethnic groups; tenancies ranging from 3 years to 46 years; and from a variety of areas including Westgate, Abbeydale, Matson and Tuffley.

GCH Attendees

Name	Company Position	Telephone	Email
Terry Elcock	Resident Involvement	01452 396071	terry.elcock@gloscityhomes.co.uk
Philip Amos	Resident Involvement	01452 396080	philip.amos@gloscityhomes.co.uk
Robert Wharton	Finance Director	01452 396071	robert.wharton@gloscityhomes.co.uk

Overall satisfaction

The group were asked to indicate on a mountain how well they thought GCH were currently performing with providing value for money in the service delivery.



What do we do well?

The group were asked to name things we do well. Answers included:

- Estate services workers are helpful, polite and trustworthy and do a good job.
- Morrison staff carried out good quality repairs.
- Housing officers seem more concerned and listen more.
- Inspectors/surveyors explain things well.
- Accord now doing all work in one visit.
- Westgate area cleaning standards improved.

What do we not do so well?

The group were asked to name things we do not do so well. Answers included:

- Unable to make direct contact with Accord via 396396 telephone number
- Contractor not always picking up litter before mowing grass
- On one occasion the 0800 telephone number was on voice mail at 4.45pm
- Window cleaning in communal areas of flats still poor.

What can we do to improve?

The group was asked for ideas with regard to improving value for money. Answers included:

- Monitor and enforce cleaning standards

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